Your complete rent collection solution

User Manual

for property managers

visit www.randwfirstcard.com.au
email enquiries@randwfirstcard.com.au
call 1300 307 100
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1 Introduction

Welcome to R&W FirstCard, your complete rent collection solution.

FirstCard automates your rent collection, integrating daily payment details with your property management system to save you time and money everyday.

This User Manual is designed to provide you with detailed information about using FirstCard in your office.

If you have any questions or would like to book some free training please contact Customer Care.

Phone 1300 307 100 (operating hours: 8.30am – 6.00pm EDST, Monday-Friday)
Email enquiries@randwfirstcard.com.au
Fax (02) 9211 0508

Note. All fees and charges quoted in this User Manual are quoted exclusive of GST.

2 Overview

2.1 How does FirstCard work?

1. Tenants register to receive a FirstCard card with a unique number
2. Tenants make rent payments by:
    a. Phone
    b. Internet
    c. Automatic direct debit
    d. BPAY
    e. POSTbillpay in-person
3. FirstCard collects rent payments made for your office each day and makes a single batch deposit into your trust account
4. FirstCard reconciles the payment details, providing you with a file to integrate into your property management system to enable automatic receipting

3 Tenant payment options

3.1 Overview

FirstCard is the easiest and most convenient way for tenants to keep on top of their rent payments. It enables them to pay their rent anywhere, anytime and even by credit card!

With FirstCard, your tenants can:

- Make payments 24 hours a day, 7 days a week from anywhere
- Choose from the following multiple payment options

Pay by:	**Pay from:**
• Bank account	• Phone 1300 307 100
• Credit card	• Internet www.randw.com.au > Pay Your Rent with FirstCard
	• Auto direct debit
	• BPAY (bank account only)
	• POSTbillpay in-person (EFTPOS, cash or cheque only)

- Access payment history online anytime
- Use payment history as a credit reference for loan or credit card applications

3.2 One-off credit card payments

Providing your office allows tenants to pay by credit card, they can make one-off payments with an alternative credit card online. This payment flexibility can ensure payments are still made on time and enable tenants to avoid bank dishonour fees.

All tenants can take advantage of one-off credit card payments, regardless of whether they originally registered to pay by bank account or credit card, or whether they setup scheduled payments or 'pay as they go'.

Points to note

- The standard 1.2% credit card convenience fee applies to these payments.
- The credit card name must match the tenant (FirstCard holder name).

IMPORTANT NOTE: For tenants with scheduled payments
Tenants making a one-off payment in place of a scheduled automatic direct debit must call Customer Care to stop the automatic direct debit before 2.00pm EDST the day the payment is due, before making the one-off payment online. Failing to stop the automatic direct debit will result in a double rent payment.

Example 1 'pay as you go'
Kylie registered with FirstCard to initiate her rent payments from her bank account by phone or online. Kylie realises her bank balance is insufficient to pay her rent due today. Kylie visits www.randw.com.au > Pay Your Rent with FirstCard and logs in. Instead of selecting to pay by her default bank account, Kylie can select Alternative Credit Card and input the relevant details. This ensures Kylie still pays her rent on time and avoids the bank dishonour fee.

Example 2 'automatic direct debit'

Tom usually pays his rent via scheduled payments so his bank account is automatically debited each fortnight. The morning his rent is due Tom realises his bank balance is insufficient and he will incur a dishonour fee when his payment is automatically withdrawn.

Providing it's before 2.00pm EDST the day his rent is scheduled for payment, Tom can call Customer Care on 1300 307 100 to stop the automatic direct debit from his bank account on this occasion, then initiate a one-off payment by credit card. Tom visits www.randw.com.au > Pay Your Rent with FirstCard, selects Alternative Credit Card and inputs the relevant details. Tom's next fortnightly payment will be automatically debited as usual from his bank account.

Convenience fee examples

Because Tom and Kylie pre-registered to pay by *bank account* they pay a monthly fee regardless of the number of payments made. They will also incur the 1.2% credit card convenience fee for this one-off credit card payment.

If they had pre-registered to make rent payments by *credit card* they would be used to paying 1.2% per payment (rather than per month). Choosing to make a one-off payment from another credit card would make no difference to their fees.

4 Registering tenants

Before tenants can pay rent through FirstCard they must be registered in our system. There are currently 4 ways to register tenants for FirstCard.

A1 Tenant self-registration
A2 Tenant self-activation
B Online tenant registration

Each method is described in detail below.

4.1 Option A1: Tenant self-registration

We recommend you use this registration method – it's the quickest and most convenient way to register tenants. In this process your tenants register themselves by phoning Customer Care or visiting the website. We will then send them their card by mail within 10 days.

Points to note

- Tenants can pay rent within 3 minutes of registering.
- No hard copy forms for tenants to complete!
- No hard copy forms for you to fax and file!
- No need for you to keep a stock of rent cards and forms.

Process

1. In the new lease agreement, specify FirstCard as the payment method.
2. Include a Tenant Brochure in your document bundle for lease agreement signing and explain FirstCard.
3. After signing the lease agreement tenants register for FirstCard by phone (1300 307 100) or internet (www.randw.com.au > Pay Your Rent with FirstCard). These details are included on the Tenant Brochure.

   Recommendation: encourage tenants to register while they're still in your office so you know it's done.
4. We will mail tenants their new FirstCard card within 10 days of registration.
5. Check your daily FirstCard email for any new registrations. In your property management system, enter the last 8 digits of each new tenant's card number to enable automatic receipting of future rent payments.
6. If necessary, link any cards belonging to tenants sharing the same property. See Important Note below for details.

IMPORTANT NOTE: for multiple tenants in a property

If multiple tenants renting the same property wish to pay their portion of rent separately, they can register individually for their own FirstCard cards. Refer to section 4.5 for details.

4.2 Option A2: Tenant self-activation

The Tenant Self-Activation process is very similar to Tenant Self-Registration but is *only* used as part of a specific project to register your existing tenants.

In this process your office works with a FirstCard Account Manager to provide tenants with pre-registered, personalised FirstCard cards which the tenants can then activate by phone or internet.

For more details contact Customer Care on 1300 307 100.

Points to note

- Tenants can pay rent within 3 minutes of activating.
- No hard copy forms for tenants to complete!
- No hard copy forms for you to fax and file!
- No need for you to keep a stock of rent cards and forms.

4.3 Option B: Online tenant registration

In this process your tenants complete a hard copy registration form which you then enter online and fax to us. You give tenants their new FirstCard, noting the card number on the registration form.

Points to note

- Tenants can pay rent within 30 minutes of registering.
- Tenants must complete a hard copy Tenant Registration Form.
- You must fax the Form to us after entering it online and file the original.

Process

1. In the new lease agreement, specify FirstCard as the payment method.
2. Include a Tenant Brochure and Tenant Registration Form in your document bundle for lease agreement signing and explain FirstCard.
3. After signing the lease agreement tenants complete the hard copy Tenant Registration Form
4. Check the Tenant Registration Form to:
    a. Ensure all parts are complete
    b. Ensure both the tenant and the bank account holder sign (if the tenant is the bank account holder they must sign in both places)
    c. If a tenant elects to pay by auto direct debit, ensure the Commencement Date is no earlier than 5 working days
5. Give the tenant their new FirstCard, inserting the 16 digit card number on the Tenant Registration Form. Inform tenants when they can start using their card (30 minutes after you enter the details online).
6. With your FirstCard Client number and PIN, visit www.randwfirstcard.com.au and follow the prompts to register the tenant. This should only take a few minutes.
7. Double check that the online confirmation page matches the Tenant Registration Form details.
8. Fax the Tenant Registration Form to us at 02 9211 0508.
9. File the original Tenant Registration Form and retain it for the statutory period.
10. In your property management system, enter the last 8 digits of the new tenant's card number to enable automatic receipting of future rent payments.
11. If necessary, link any cards belonging to tenants sharing the same property. See Important Note below for details.

IMPORTANT NOTE: for multiple tenants in a property

If multiple tenants renting the same property wish to pay their portion of rent separately, they can register individually for their own FirstCards. Refer to section 4.5 for details.

4.4 Tenant registration status

You can check whether or not a tenant has been registered by reviewing your daily FirstCard emails or visiting www.randwfirstcard.com.au.

Daily email

Once a tenant is registered you will receive confirmation in the daily email we send you. The following text will appear in the body of the email:

> List of new tenants registered on 2007-03-26
> Miss Jane Citizen – 1/11 Kings Road SYDNEY NSW 2000
> (Tenant Reference Number: 00000000, Card Number: 9036003700000000)

Website

You can also check if a tenant is registered online.
Visit www.randwfirstcard.com.au >Tenant Search.

4.5 Registering for share accommodation

FirstCard supports multiple rent payments for one property by linking the card numbers. This is ideal for two or more tenants sharing who want to pay their portion of rent individually.

Depending on your property management system you may need to link these cards to ensure payments are accepted into your trust account and reconciled into your property management system. There are 2 ways you can do this:

1. Visit www.randwfirstcard.com.au >Tenant References
2. Contact Customer Care on 1300 307 100 or enquiries@randwfirstcard.com.au

5 Payment processing: FirstCard = Cleared Funds

5.1 Cleared funds processing versus shadow payment processing

In the Australian Banking system it can take from 1 to 3 days (possibly longer) for a direct debit transaction to be “cleared” by the acquiring bank. **Shadow payment processing means** transferring rent payments to your trust account the same day we process the payments or the following day, even though they have not been “cleared” by the banking system.

If a tenant’s rent payment dishonours due to insufficient funds or some other bank account problem, FirstCard attempts to reclaim the money by reversing the transaction from your trust account. If you receipt and disburse funds the same day you receive them into your trust account (as is required by law), and we reverse the payment later due to a dishonour, this may cause problems with your reconciliation and auditing.

Cleared funds processing eliminates 99% of reversals to avoid this issue.

Cleared funds processing means there will be a 2-3 business day lag between the date FirstCard requests a payment amount from a tenant account, and the date the rent amount is deposited into your trust account. This time lag applies to all tenant payment methods (bank account, credit card, phone, internet, BPAY, POSTbillpay in-person).

- For rent payments made **before** 3.00pm on a business banking day, the 'cleared funds' will be deposited into your trust account overnight 2 business banking days later.

- For rent payments made **after** 3.00pm on a business banking day, the 'cleared funds' will be deposited into your trust account overnight 3 business banking days later.

5.2 Trust account deposits

Each morning following a business banking day (ie Tuesday – Saturday) you will receive a daily batch deposit of cleared rent payments made 2-3 days earlier, along with a reconciliation report.

5.3 Timing

The daily cut-off time for processing payments is 3.00pm EDST (Eastern Daylight Savings Time). Any payments made after 3.00pm will be processed the following business day. No processing is conducted on weekends so any payments made after 3.00pm EDST on Fridays or anytime on Saturdays or Sundays, will be processed the following Monday (or Tuesday if Monday is a holiday). Note: processing in this context refers to FirstCard requesting relevant payment amounts from tenant accounts.

- For rent payments made **before** 3.00pm on a business banking day, the 'cleared funds' will be deposited into your trust account overnight 2 business banking days later.
- For rent payments made **after** 3.00pm on a business banking day, the 'cleared funds' will be deposited into your trust account overnight 3 business banking days later.

5.4 Disbursing to your landlords

You may receipt and disburse your tenants rent payments as soon as the cleared funds are deposited into your trust account. This will be following the 2 business banking day clearance time lag and will be indicated on your daily report.

5.5 Tenant funds

It is the tenant's responsibility to ensure sufficient funds are in their nominated account at the time of payment and for the following 2 business banking days. Generally, payments will be debited overnight but, depending on the bank, it can take longer in some cases.

If a tenant has insufficient funds, FirstCard will charge the tenant a Dishonour Fee. It is your responsibility to investigate any such missed rent payments.

5.6 Public holiday payments

Rent payments due for processing on Australia-wide or NSW public holidays will be processed on the next business banking day.

Please note, following a holiday period, some banks can take an extra day or so to bring their processing up to date due to the larger daily transaction volumes.

5.7 Reports

Every morning following a business banking day (Tuesday – Saturday), you will receive an email from FirstCard with two files attached.

1.	Daily Report	A readable and printable report (PDF format)
2.	.PAY File	An importable file for automatic receipting within your property management system (CSV format)

At the end of each month you will also receive a monthly summary report listing all payments and any declined transactions during the month.

As they occur from time to time, you will also receive email notification of changes tenants make online to their details. These could include changes to:

- Payment method
- Payment amount
- Payment schedule
- Phone numbers
- Email address

Daily Report

You can view and print this PDF file to see at a glance the transactions processed the before 3.00pm the previous day.

Reports are split into 3 categories:

1. Payments uncleared
2. Payments cleared
3. Payments declined

Where a payment is marked as "uncleared" we recommend you do not send an arrears notice. You would send an arrears notice if the payment has been "declined".

.PAY File

This file is for importing directly into your Property Management System (PMS) where it automatically allocates each transaction to the correct tenant. It updates your tenant records and automatically prints receipts of all FirstCard payments.

.PAY file contains payments processed 3-4 business days earlier which are now classified as 'Payments Cleared'.

This file matches the Payments Cleared category in your Daily Report.

5.8 Automatic receipting

To set up automatic receipting in your PMS, follow these steps.

1. Confirm your PMS supports the automatic receipting of the .PAY File. At the time of publication, the following are compatible:

   - ADEPT Property Management
   - Clarke Combined Rent & Sales Trust '98 (Windows)
   - Clarke Quick Trust '98 (Windows)
   - Console Gateway
   - GeeDee Realty Systems
   - Linear Logic React Rental
   - Macpro REOffice
   - Macpro Trust Manager
   - Multi-Array
   - Multi-Developments CMS VRM
   - Real OZ Software
   - Rockend Rest Professional
   - Rockend Rest
   - RP Data Your Property Manager
   - Sherlock Trust Manager 3.4
   - Sherlock Trust Manager 5
   - Surfways Solutions (Apple Mac)
   - Tenacity
   - Tenancy Software Realty Gold V4.3

   If your PMS does not appear in the list above contact your PMS representative to check if your current version supports the .PAY File. You may need to upgrade to a higher version.

2. Save the .PAY File you receive each day and export/import it into your PMS. Your PMS representative will be able to provide you with instructions to do this.

The last 8 digits of each tenant's FirstCard number is the link between the .PAY File and your PMS, enabling automatic receipting. Whenever a new tenant registers, you will need to add the last 8 digits of their FirstCard number to their record in your PMS.

If you have any questions regarding this process, please call Customer Care on 1300 307 100.

6 R&W FirstCard Website

Both you and your tenants access the same website www.randwfirstcard.com.au but we recommend you still tell your tenants to access via www.randw.com.au > Pay Your Rent with FirstCard. This ensures they go via your website, encouraging them to take advantage of other R&W services.

6.1 For you: www.randwfirstcard.com.au

On the homepage, enter your client number and PIN to access your office's secure area. This contains all the FirstCard tools and functions you need.

You can:

- Check tenant payment history up to the minute
- Search by tenant name, card number or address
- List all tenants using FirstCard
- Change your PIN
- Print forms, guides and marketing material
- Read FAQs
- Email us an enquiry

6.2 For your tenants: www.randw.com.au > Pay Your Rent with FirstCard

Your tenants can:

- Pay rent (automatically obtaining a receipt)
- Make one-off payments with an alternative credit
- Review and print payment history
- Change their PIN
- Change their contact details (excluding property address)
- Change their bank account or credit card details
- Change their payment amount or schedule
- Read FAQs
- Read Conditions of Use
- Email us an enquiry

7 Interacting with tenants

7.1 Legalities

Is FirstCard a permitted payment method under the relevant legislation?
Yes, providing the landlord and tenant agree to FirstCard as the payment method and it's specified on the lease. As a Property Investment Manager acting on behalf of a landlord you are authorised to collect rent monies usually via your chosen method, and the tenant can agree to FirstCard upon signing the lease.

Can FirstCard be the only payment method offered?
Yes. Further to question 1 above, it can be specified in a new lease as the payment method. Tenants cannot, however, be forced to use it.

Do I have to accept rent payments in cash?
No, there is no legislation requiring you to accept cash. Many offices no longer allow cash due to the security risk for the office and personnel, and they actively promote 'no cash kept on premises'.

7.2 Talking to tenants

When talking to tenants you might like to say…

"Our preferred payment method is R&W FirstCard. It means you can pay rent anywhere, anytime by phone, internet or auto direct debit."

"Paying with FirstCard means you don't have to waste time writing and posting cheques, or travelling to our office, or standing in bank or post office queues to pay your rent."

"Some great benefits of FirstCard include being able to access your payment history online. You can even use it as a credit reference for credit card or loan applications."

7.3 Handling tenant objections

Remember that you cannot force a tenant to use FirstCard. By selling the benefits while highlighting the real costs of other payment methods the FirstCard choice is easy! Below are some tenant objections and suggested responses.

Do I have to use FirstCard?
"No, but we receive great feedback from tenants who use FirstCard about how easy it is to pay over the phone or on the internet. They find it much more convenient. They also find it saves them time and money because the costs of writing cheques and withdrawing cash etc are usually higher. And many tenants love being able to pay by credit card if their bank account balance is insufficient or to earn the inherent reward points."*

How else could I pay?
"You could post or drop in a cheque or money order. Although, most of our tenants have found that to be much more expensive and time consuming compared to FirstCard."

I still think it's too expensive.
"We've found that most payment methods cost our tenants more than they think. And of course, they are also time consuming and inconvenient! For example, paying by

cheque fortnightly is around the same cost of FirstCard and more of a hassle. Money orders are around 3 times the price."

For your convenience, below is a summary of average fees of 5 major banks and Australia Post as at February 2007.

Payment method	Cost per Payment	Pay fortnightly Avg 2.2/mth	Pay weekly Avg 4.3/mth
Bank cheque + postage	$9.20	$20.25	$39.60
Periodical payment	$4.05	$8.95	$17.45
Money order + postage	$4.00	$8.80	$17.20
Cash – counter withdrawal	$1.80	$4.00	$7.75
Cash – 'other bank' ATM	$1.80	$4.00	$7.75
Personal cheque + postage	$1.20	$2.65	$5.20
R&W FirstCard †	$0.00	$3.20	$3.20

Current as at February/September 2007. Prices rounded up and include GST but not standard account keeping fees or taxes. † Refers to default bank account payments.

Please note. The above responses are suggestions only and you should confirm your office's position and preferred responses.

* Dependent on the terms of the tenant's specific credit card

7.4 Tenant fees

Default bank account payments	$2.91	per month (monthly fee)
- One-off credit card payments	monthly fee + 1.2%	per payment
- BPAY payments	monthly fee + 68c	per payment
- POSTbillpay in-person payments	monthly fee + $1.72	per payment
Default credit card payments	1.2%	per payment (no monthly fee)

Prices exclude GST and are correct at the time of publication.

Fee timing

Monthly fee:	Charged quarterly in advance
Credit card convenience fee:	Charged at the time of payment
BPAY:	Charged monthly in arrears
POSTbillpay in person:	Charged monthly in arrears